

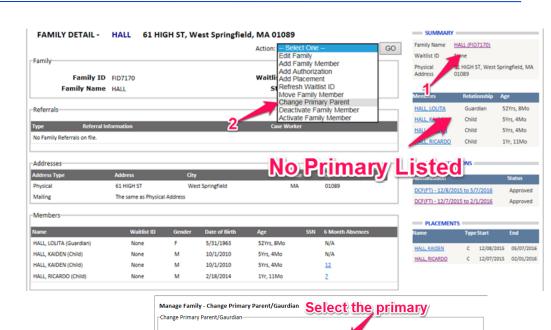
CCFA TROUBLESHOOTING: No Primary Parent Listed or Not Printing on Paperwork



Blank Parent Info on Application and Fee Agreement/ No Primary Parent listed



- When I print an application and fee agreement for the child, the parent information is blank, but the parent is listed in the family
- Go to the Family Details Page, one parent/guardian should be listed as primary
- If no primary, select to Change Primary Parent
- Select the primary parent and click on Next.
- The problem is resolved when the parent is listed as primary



Current Primary Parent/Gaurdian
Please select the new Primary

Parent/Gaurdian *

Effective Date *



Next

Training Materials and Questions



- Check our website for updates and available recordings www.mass.gov/eec/ccfa/training
- Please email your questions to <u>CCFATraining@massmail.state.ma.us</u>